

EMBRACE LIFELINE: LEBANON'S NATIONAL EMOTIONAL SUPPORT AND SUICIDE PREVENTION HELPLINE

IN COLLABORATION WITH THE NATIONAL MENTAL HEALTH PROGRAM AT THE
MINISTRY OF PUBLIC HEALTH

MONTHLY EMBRACE LIFELINE INDICATORS

MARCH 2020

Introduction

Embrace Lifeline is the national helpline in Lebanon for emotional support and suicide prevention. As part of its mission, and in collaboration with the National Mental Health Program of the Ministry of Public Health (MOPH), Embrace captures, analyses, and disseminates aggregate data related to the Embrace Helpline. The data is meant to offer a snapshot of the characteristics of callers to the helpline.

Methodology

Embrace Lifeline's trained operators capture anonymous data through a secure computerized system. The non-identifiable data is then analysed and reported on a monthly basis. While we strive to capture all data from all calls received, some data remain missing. However, the metrics in this document can be considered representative of calls received during the reported time-period.

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embrace



Lebanese Republic
Ministry of Public Health
National Mental Health Programme

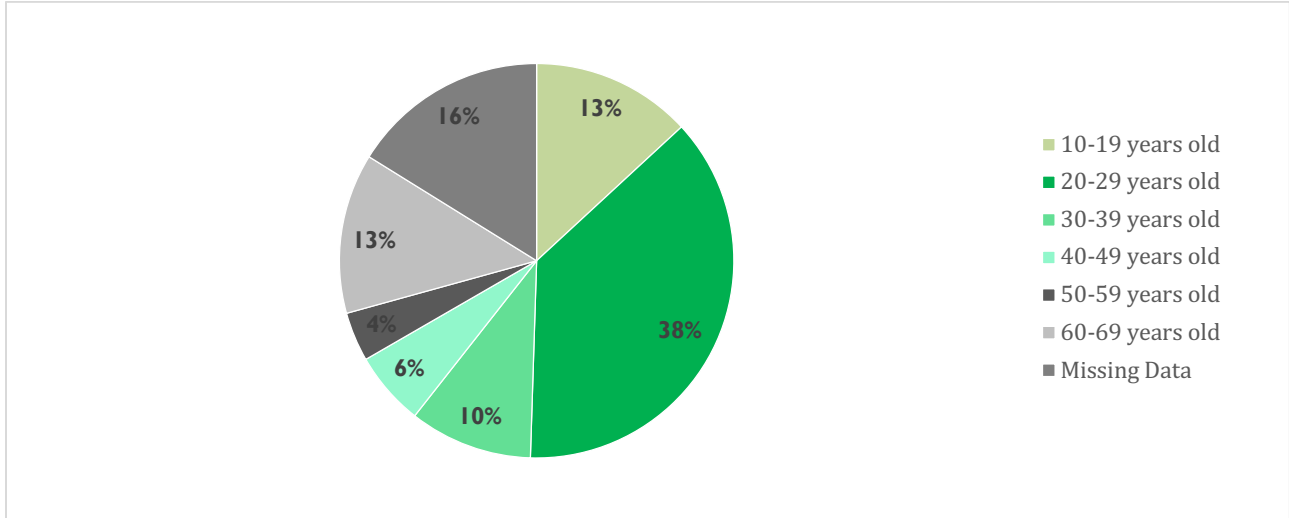
الجمهورية اللبنانية
وزارة الصحة العامة
البرنامج الوطني للصحة النفسية



EMBRACE LIFELINE MARCH 2020 MONTHLY REPORT

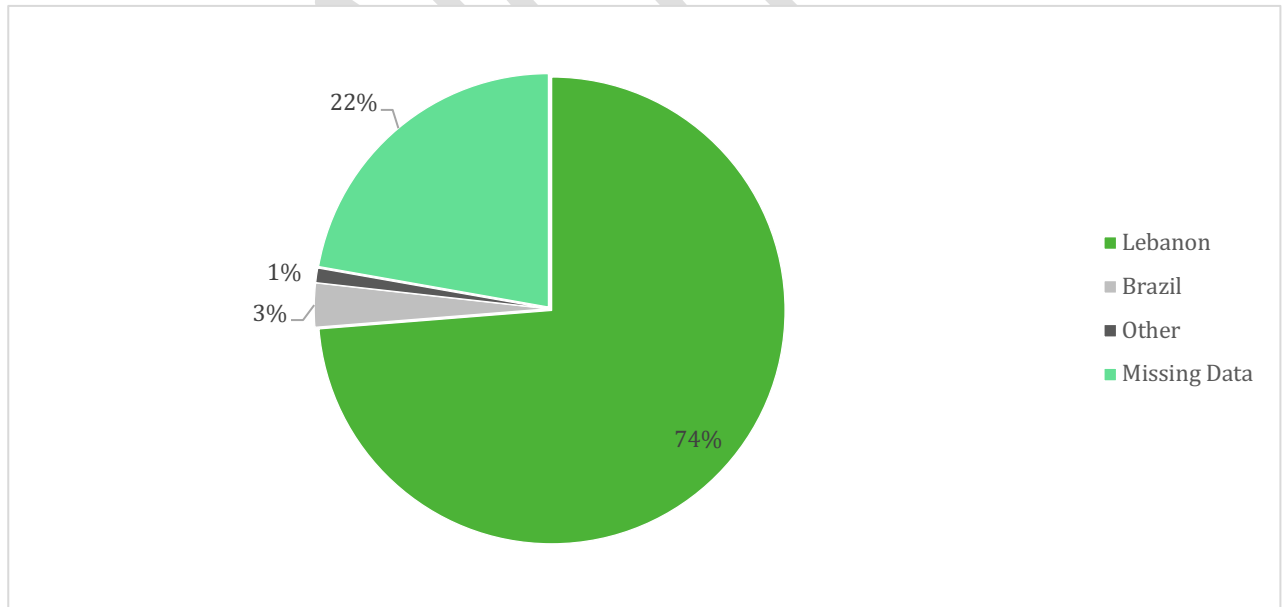
DATE	MARCH 2020	TOTAL NUMBER OF CALLS	494
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I.	AGE OF CALLERS	MEAN AGE:	33
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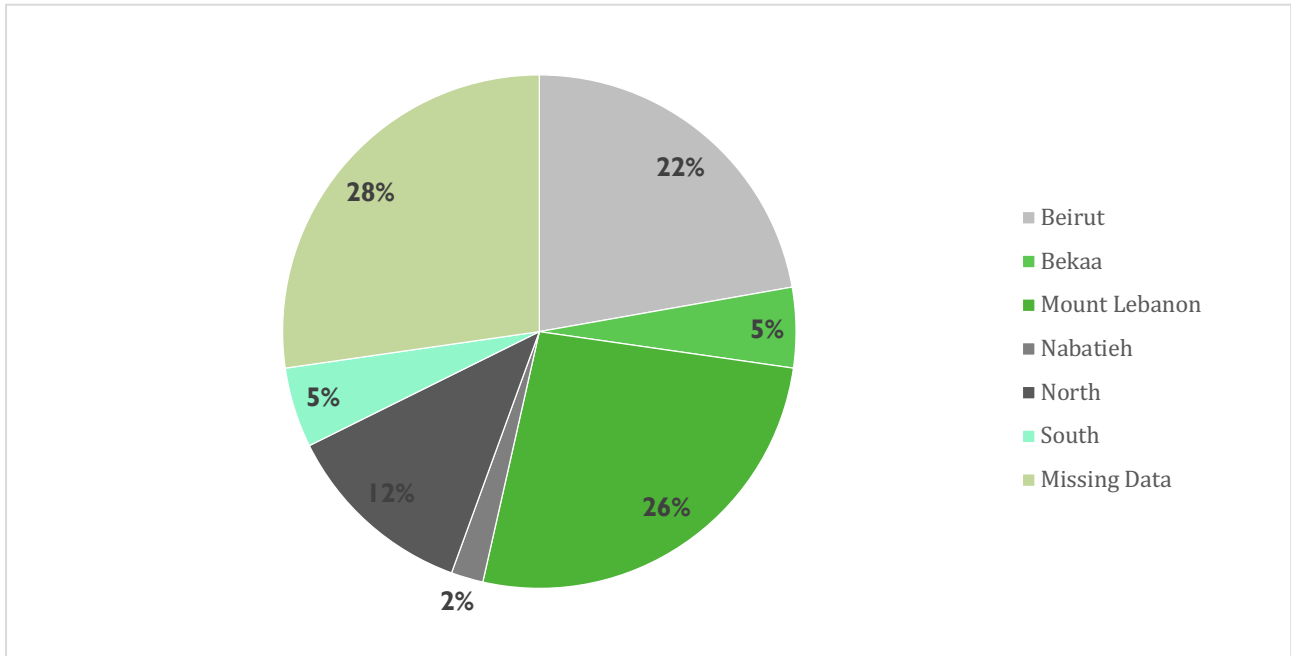
II.	GENDER OF CALLERS	MALE	52%
		FEMALE	48%

III.	NATIONALITY OF CALLERS	LEBANESE	74%
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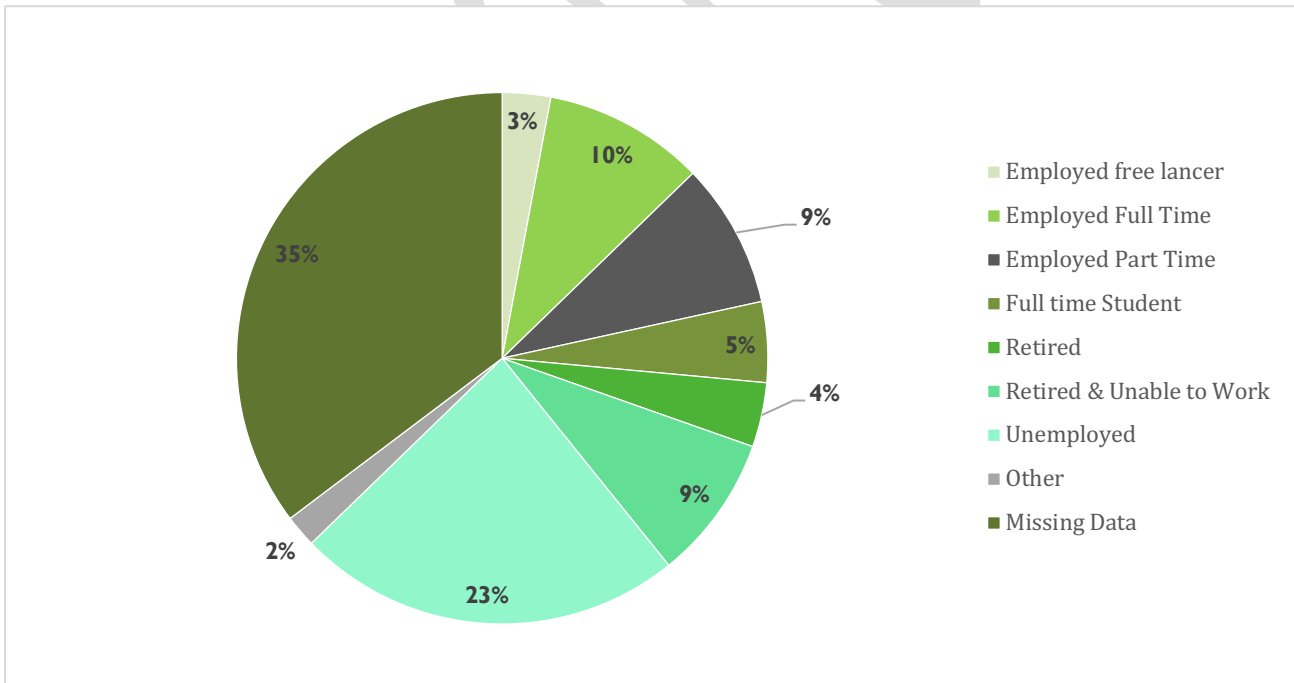


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IV.	REGION OF CALLERS	MISSING DATA	28%
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V.	EMPLOYMENT OF CALLERS	MISSING DATA	41%
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VI.	CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL	N=155
<p>99.4% of callers reported a decrease in the level of distress from the beginning of the call to the end. One call was from an individual whose level of distress decreased one level from the beginning to the end of the call due to severe distress.</p>		

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